

Addendum No. 3 to RFP 15-53 Re-Bid



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: All Parties on Record with the City of Somerville as Holding RFP 15-53 Re-Bid,
Website Development & Content Migration

From: Angela M. Allen, Purchasing Director

Date: February 5, 2015

Re: Extend deadline, answer questions

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Please acknowledge receipt of this Addendum by signing below and including this form in your non-price proposal package. Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

Please acknowledge receipt of any and all Addenda (if applicable) by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

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1. Timeline

Due to past inclement weather and the resulting office closures, as well as the impending snow storm on Sunday the 8th, the RFP timeline has been adjusted. The deadline to submit proposals has been changed to **11:00am on Friday February 13th**.

2. Final Round of Questions and Answers

Service Request: Is the intent to re-develop the The City Service Request Center, and if so, can the functionality of this feature be more elaborately described?

Our intent is to maintain the service request functionality that we have now but to present it in a centralized, easy-to-use location. Residents can generate work orders online by using our contact webform and submitting an explanation of their request and email address. These requests are emailed to Constituent Services representatives at our 24/7 call center (311) where work orders are logged and then confirmed with residents. The backend used for this system is Intelligov and will not require recoding. Work here will be front-end.

Address lookup for city service information: Will a database be provided to power this service? Is the lookup purely by exact string match for an address?

The website has an existing address information database. Currently, this system uses exact string matching. The input system consists of both a free text field and dropdowns for street suffixes. We would like for the new system to only have a free text field that offers live search suggestions akin to Google Search.

City TV (schedules and embedded video): Is this weekly schedule maintained by hand?

Yes, this schedule is manually entered on a weekly basis.

"One system that we are interested in integrating via API is Accela's IQM2 MinuteTraq. This software is used for legislative calendar management": Legislative calendar management is not listed as one of the site requirements. Can you elaborate on this?

We currently use two systems to manage our legislative calendars: the City's built-in Drupal calendar and a MinuteTraq calendar. Both calendars are managed separately, and while both allow us to post meeting notices, minutes, and agendas, MinuteTraq also offers links to meeting video streams. We want to eliminate the need for posting each meeting twice, and allow users of the new website's built-in calendar to easily access the more interactive content from MinuteTraq. Accela offers APIs to allow this kind of synchronization, which you can see here: <https://dl.dropboxusercontent.com/u/61586427/iqm2-calendar-api.pdf>

You mention numerous 3rd party services you wish the new site to integrate with – Duncan Municipal Online Services, CitizenServe, InvoiceCloud, MinuteMan Library Network, and Kelley & Ryan Municipal – none of these are mentioned by name in the site requirements. Can you elaborate on these integrations and what services/APIs these vendors provide?

Within the scope of this project, we will simply be linking to the 3rd party services from a payment page. The exception is MinuteTraq, which we would like to integrate directly into the calendar via APIs as stated above.

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For each type of content that needs to be migrated to the new website, can you give us an estimate of the number of pieces/pages of content?

We are working with a vendor to develop the information architecture for the new City website, and performing an internal audit to revise and simplify content. This will determine exactly how many content types need to be migrated and to what extent, so at this point, we cannot offer a useful estimate of the exact quantity of nodes. One of our motivations for choosing to stay with the Drupal CMS is that once we identify the content types that we wish to migrate and their parameters (e.g. date ranges), exporting and importing those data sets should be a fairly straightforward process that can be automated and scaled. A significant amount of old content including many pdfs will remain on the old site as an archives and will not be migrated. This includes project documents, outdated informational documents, drafts of now complete proposals, etc. that are no longer relevant for the new sites but that must remain available for public record purposes.

Why is this solicitation considered a re-bid? Specifically, what issues were there with the previous solicitation that you would like to avoid now, and are relevant to this procurement?

We significantly revised the project timeline to allow the City and its vendors the time needed to prepare the new information architecture and design documents for the developer. We granted the development vendor several additional weeks for their deliverables that the City felt it also needed, including an overlap period to allow the design and development vendors to have a smooth handoff. We also wanted to clarify and expand on two of the most critical components of our website redesign, which are the citywide community calendar and an effective search tool (such as a custom Google Appliance). We would like to see vendors demonstrate their ability to achieve these objectives, either in their portfolio submissions or through plans outlined in their accompanying written proposals, which are required along with the portfolio and references.

Having Code for America involved in this project is quite exciting. What role will they have beyond the Front Door initiative; specifically, will CFA fellows be responsible for writing custom code?

Code for America's role will primarily be as advisors for our efforts to follow the Digital Front Door Initiative. They will also train key City staff on source code repository management. The Code for Boston Brigade is eager to help in ways that complement but do not complicate the process. Possibilities discussed include supporting citizen engagement in the process, mini-sessions to seek and fix bugs, user testing, and overall consulting on best practices for us. We do not currently have any custom code projects in the pipeline for them, but they have offered their technical expertise if it is needed as we move forward.

- **Which areas of the site does the City intend for them to focus on?**
Code for Boston will be advising us on the website redesign as a whole.
- **Should we de-emphasize certain aspects of our own work, if any, given these additional resources?**

No, Code for Boston's involvement will be to advise the City on its Digital Front Door Initiative and open source objective and to take on efforts outside of this RFP (other than possible bug squashing sessions, which are not guaranteed and are volunteer capacity dependent, but they will not directly take on work outlined in the RFP.

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- **Will CFA be involved in sprint reviews?**

Code for Boston will offer input and guidance during sprint reviews, but they will interface with the Project Manager and not with the vendor directly--though we are open to discussing that. In general, we find it will be better to keep the City project manager the source of contact with the vendor.

Regarding 2.3 deliverables, theme, will the City be providing a theme in Bootstrap/CSS/SaSS to be implemented, or is the responsibility of the vendor to take an approved pattern template/images and convert them into a CSS/SaSS?

The City's design vendor (Velir) will be designing and coding the website's pattern library and templates, as well as providing the assets (images, font files etc.) that they depend on. The development vendor will implement these into a theme within Drupal. For more information on what the design vendor will be delivering, please see [RFP 15-50: Pattern Library and Templates for Website Redesign](#)

Regarding site-wide search, does the city already have licenses to use a Google Search Appliance, or are we free to recommend another alternative; e.g., Apache Solr search? We've had success in the past implementing Solr for other major American cities.

The City does not yet have a license to use a Google Search Appliance, and we would be open to alternatives. For an example of what we consider to be an effective and robust search tool, please see <http://www.baltimorecity.gov/>. Features like search suggestions, results filtering, and overall search results quality would be highly advantageous to our project.

Re: 2.4.2 (pp. 12 of 61), has the city committed to JIRA/Slack for communications, or are you open to other systems?

If the vendors wish to propose alternate systems, we will certainly consider them. We have found the systems outlined to be advantageous to our project, however, and intend to communicate with vendors from each project phase using the same tools for the sake of consistency. This means that any alternative would need to allow other vendors the access and capabilities of the systems we had mentioned. When submitting bids, vendors should understand that they will be expected to use JIRA and Slack if we choose not to use a proposed alternative.

Requirement 2.4.3, Google Hangouts: We have had difficulty conducting video conference meetings with Google Hangouts in the past and have switched to another video call provider. Is the city open to using our video calling service if we provide it at no cost to the city?

Yes. We would be open to using a different video calling service for our regular meetings if the vendor can provide the necessary software and support. However, please understand that in cases where we need to include other parties (e.g. Code for Boston, other vendors, or consultants), we may revert to the use of Google Hangouts to allow everyone to easily join calls without requiring them to install applications or plugins.

Project email list: Is the city open to using a project email list/system that we provide? We can set it up in virtually any manner of the city project manager's choosing.

As mentioned above, if vendors wish to propose alternate systems, we will consider them. If we feel that this project email list/system will still allow us to communicate effectively, we will be happy to use it. If it complicates our workflow or communications, however, we will expect vendors to use the channels that we outlined.

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Technical Deliverables: Your RFP makes virtually no mention of technical Drupal deliverables with the exception of "elements" listed in bullet format on pg. 1, section 2.3, of the RFP. There are however significant references to various tools (GitHub, JIRA, Slack, Google Hangouts, Google Docs etc.) to be used in developing the city's Drupal website. There is also reference to agile/SCRUM SDLC (2.4.2). Should we therefore provide pricing based on a specific Drupal-team working in 3 week-sprint cycles from the primary project period of June - October 2015? That is to say, should we provide a time & materials price structure, or is the intention of the city to have a firm fixed price for the required tasks?

We did not specifically prescribe technical Drupal deliverables because we expect that the vendor will have a better idea of the work needed to achieve the objectives outlined in the RFP. We prescribe the project management tools to be used because we will be responsible for managing the overall project with several vendors and need to set consistent standards for communication. Our intention is to receive bids with a fixed price for the required tasks.

On page 10, Section 2.3 Deliverables, "Elements," bullet 12, what does the item "spam control" reference -- specifically, does it reference a system to control comment spam, spam email signups to webforms, and/or both?

We do not intend to have comment areas on the website due to the burden of moderating posts and the robust commenting opportunities provided by our social media presence and engagement tools such as blogs and mindmixer.. There will be other areas where users submit content, such as webforms, community calendar etc., and we require spam control on any such items.

On page 10, Section 2.3 Deliverables, "Elements," bullet 6, we note that the city currently has 60 content types on the D6 website. Does the city intend to keep this many content types or pare down the number of content types in a new Drupal website?

We are working with a vendor to develop the information architecture for the new City website, and performing an internal audit to revise and simplify content. This will determine exactly how many content types need to be migrated and to what extent. As of now, the only thing that we know we do not wish to migrate is our "Volunteers" content type, which was flooded with over 950,000 spam nodes. Choosing not to migrate this content type will effectively eliminate them from our site.

On page 10, Section 2.3 Deliverables, "Elements," bullet 30, what does the item "Emergency Alerts" mean? Does this mean an emergency alert that appears through the city's new website, or some type of emergency messaging system that communicates with citizens via text/email?

Emergency Alerts refers to persistent banners and/or badges that will appear sitewide when toggled on. This will be in addition to a day-to-day alerts feed on our homepage and on an alerts feed. We offer SMS, email, and phone alerts through a separate Blackboard Connect portal that we will link to from the site.

In your last Q&A, you state that "The vendor will then assist the City with revisions and support as needed once the public begins using the site." How long do you anticipate this support window to be? How many hours of support do you anticipate the City will need each month?

The City expects that the vendor will provide support as needed for technical problems discovered approximately three months after the site launches, as we cannot know if the vendor's

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deliverables are complete and functioning until the site has been adequately tested by daily users. Within the scope of this project, the City does not expect ongoing monthly support after this initial debugging period.